



## Customer Service Survey

The General Land Office is committed to customer service of the highest quality. Your input will help us attain this goal by telling us how we are doing and how we can improve. Thank you for helping us serve you better.

Jerry Patterson, Commissioner

### Area Surveyed: Archives and Records

Please rate the General Land Office's service by circling one of the following numbers:

1=Poor 2=Fair 3=Good 4=Excellent 5=NA

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1) <b>Staff:</b>   | 1 | 2 | 3 | 4 | 5 |
| (knowledge, helpfulness, accountability, courtesy, etc.) |   |   |   |   |   |
| 2) <b>Timeliness of Service:</b>                         | 1 | 2 | 3 | 4 | 5 |
| (wait time, times available)                             |   |   |   |   |   |
| 3) <b>Communication:</b>                                 | 1 | 2 | 3 | 4 | 5 |
| (clarity, content, access, courtesy)                     |   |   |   |   |   |
| 4) <b>Publications:</b>                                  | 1 | 2 | 3 | 4 | 5 |
| (accuracy, helpfulness, presentation)                    |   |   |   |   |   |
| 5) <b>Facilities:</b>                                    | 1 | 2 | 3 | 4 | 5 |
| (access, location, signs, cleanliness, etc.)             |   |   |   |   |   |
| 6) <b>Internet site:</b>                                 | 1 | 2 | 3 | 4 | 5 |
| (ease of use, content)                                   |   |   |   |   |   |
| 7) <b>Complaint handling:</b>                            | 1 | 2 | 3 | 4 | 5 |
| (ease, responsiveness, timeliness)                       |   |   |   |   |   |

Overall, were you satisfied with the service you received from the General Land Office?

☐ Yes ☐ No

Additional comments and suggestions:

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You can also contact the GLO at 800-998-4GLO  
or [www.glo.state.tx.us](http://www.glo.state.tx.us)